



March 2, 2012

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ACCELA
Government Software

focus

Designed for all staff and departments who use Accela

Project Status Report

Another busy week has passed and looking back you will see a lot of progress. Accela has sent us a sign-off form for the configuration analysis delivery. This signifies that we have reached another project milestone as we continue moving forward. With the project running at 39% completion, the configuration analysis signals the end of the primary Accela Analysis Center activities for each of the 80 Accela lead permit analysis sessions. Our remaining 60 have been consolidated to 35 in Building and Safety and 14 at Health. Most of the configuration analysis efforts have been completed for these additional record types. Our next milestone is to complete the configuration stages where each record/permit type is developed and tested. Our target date is April 23.

The SME Team met Monday morning and discussed how to keep a common thread of continuity throughout all of the record types. Within each application record type, the SME's are working hard to ensure a standard is maintained for field and literal values, drop down lists, and others. As we continue to do the building and developing of these record types, each of the SME's will begin to get heavily involved with conversion efforts. The records development effort must be completed so that the conversion mapping effort may begin. Also, our Statement-of-Work indicates Accela is responsible for developing 30 Scripts and 60 Reports. The SME team met numerous times this past week to determine the best Scripts and Reports for Accela to develop. The Scripts and Reports that have been selected for Accela are going to serve as a solid template for the City to work with during our own development activities. Temporary address assignments have become a hot topic as we try to resolve assignment for address issues such as irrigation sprinkler systems/out lots, etc. The OSF Team (Overwhelming Success Framework) is reworking one final framework component - Collaboration. It has been an intense effort to get the OSF to this point. We have also met with Finance, Budget, and other key managers to review the project funding and expenditures to date. We are still on track with our budget and the project schedule. We have begun engaging Accela in preparation for GIS activities. The steps we are taking now to prepare for the upcoming GIS tasks and activities will ensure compliance with our project schedule and allow us to prime the work necessary for creating the GIS environment within Accela Automation.

Some additional sub-projects are beginning to take shape. We are working on a plan with Avolve Software to upgrade Project Dox. We are aiming to complete the Project Dox upgrade in May. However, we are in the preliminary stages of planning and need more staff involvement.

Another sub-project is implementing a credit card solution for the DSC counter space. This sub-project is in the preliminary stages. Here too, detailed planning and further staff involvement is forthcoming. More details of these sub-projects will surface in the coming weeks.

Script training is scheduled next Tuesday and Wednesday for SME's and a few other select people. The training will be completed via Adobe Connect/Web -X and conference call-in. This will save the project from having to pay for instructor travel expenses.

We are fortunate to have the ability to save thousands of dollars in travel for two core reasons – SME talent and willingness. We have a SME team that is talented and this talent affords us the ability to host training events and configuration review sessions without relying upon on-site instructors and consultants. In addition, we have so much willingness. The SME's and Accela are so willing to do whatever it takes to save money, create an efficient project, and continually look for improvement to our processes and project. Once again, a big thank you to our SME team and the Accela professionals! Together we are creating a success story for the City!

Question of the Week

"Does your internal customer service compare to your external customer service?"

Please don't hesitate to ask anything!

Send your replies to jwalkenhorst@lincoln.ne.gov

SOMETHING TO THINK ABOUT

Knowing

What you know creates such a strange odyssey,
it either holds you back or sets you free.

What part of that which you now know,
makes you stop or continue to grow?

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Your response to the question of the week makes you eligible for a name drawing to win this awesome Accela spiral notebook and fancy pen!



JIM WALKENHORST
PROJECT MANAGER

FRED A. HOKE
PROJECT SPONSOR

Our Accela project newsletter now reaches 243 readers!